



NEC

Xen Axis
& Master
Series



MAKING CALLS

Outside Calls:

- Lift Handset or Press Speaker
- Dial Access Code if required, i.e. **0** for an outside line
- Dial Telephone Number
OR
- Press Idle Outside **LINE** Key
- Dial Telephone Number
OR
- While Phone is Idle, Dial Telephone Number
- Press Idle Outside **LINE** Key

Activating Speed Dial:

- Press **SPD** button
(or Press **REDIAL** if using Xen Axis & Master Series phone)
- Dial **00-19**, for Station Speed Dial
- Dial **20-99**, for System Speed Dial

Last number Redial:

- Press **REDIAL** button
(or Press **REDIAL**, then **#** if using Xen Axis & Master Series phone)

Internal Calls:

- Lift Handset
- Dial Station Number, Two calling modes are available: Ring Tone, or Voice Announce Calls
- Dial **1** to toggle between these modes

Xen Alpha
Series



Handsfree Calls:

- Press **SPEAKER** button
- Make or Receive the Call
- To End Call, press **SPEAKER** button
- Ensure **MIC LED** is lit
- Press **FEATURE** button, then dial **1**

ANSWERING CALLS

Outside Calls:

- Lift Handset
OR
- Press Flashing **LINE** Key
OR
- Press **ANSWER** Key

Internal Calls:

- Lift Handset
Display Phones will show the calling extension's number and name

CALL HANDLING

Hold:

- Press **HOLD** button.
(Non-Exclusive HOLD)

OR

Press **FEATURE**, and **HOLD** button
(Exclusive HOLD; this call can only be retrieved from your extension)

Retrieve Call from HOLD.

- Lift handset
- Press GREEN flashing **LINE** key

Transferring a Call:

- Press **TRANSFER** button
- Dial destination Extension number
- Announce Call
- Replace Handset

Outside Line Queue:

When all outside lines are busy:

- Lift Handset
- Dial **68**
- Replace handset

Note: Your station will ring when an outside line is available.



PROGRAMMING HANDSET FEATURES

Automatic Redial:

- Lift Handset
- Receive Busy tone or No Answer from called outside party
- Press **SPEAKER** button
- Press **FEATURE** button
- Press **REDIAL** button
- Replace Handset
- To cancel, press **SPEAKER**

Note: Call will be processed upto 3 times. Lift handset to converse with the called party.

Background Music-Set/Cancel:

- Press **FEATURE** button
- Dial **93**
- Press **FEATURE** button

Call Back Request-Set

(to a Busy/No Answer extension):

- Dial **#**
- Listen to confirmation tone
- Replace handset

Call Back Request- Answer

(your FEATURE LED will be flashing):

- Lift Handset
- Dial **#**

Call Back, Automatic-Set

(to a Busy extension):

- Dial **0**
- Listen to confirmation tone
- Replace Handset

Note: Your station will ring when the called extension is idle. Lift your handset, and the previously called extension will ring.

Call Forward-Set:

- Press **FEATURE** button
 - Dial **66** - Call Forward All
- OR
- Dial **67** - Call Forward Busy/No Answer
 - To another extension- Dial extension Number

OR

To an External Destination- Dial Outside Line Access Code (e.g. 0), and destination Phone Number

- Press **FEATURE** button

Call Forward-Cancel:

- Press **FEATURE** button
 - Dial **66** - Call Forward All
- OR
- Dial **67** - Call Forward Busy/No Answer
 - Dial ******
 - Press **FEATURE** button

Call Pick Up

- Lift **HANDSET**
Dial Access Code:
60 = Trunk call in a different Tenant Group
61 = Internal or Indial Call in the same Tenant Group

Line Conference:

- Place current call on **HOLD**
- Make your second call (to an internal or external party)
- Press **CONF** button
- A 3 way Conference is now in progress

Note: A maximum of 2 external parties in a conference.

Door Phone-Answer Calls:

- Lift Handset
- Dial Access Code:
81 = Door Phone 1
82 = Door Phone 2

Door Lock Release:

- Whilst talking to a door phone
- Press **FEATURE** button
- Dial **6**

Handset Microphone Mute:

- While conversing via the handset
- Press **FEATURE** button
- Dial **2**

Note: Repeat the procedure to return to normal setting.

Paging:

- Lift Handset
- Dial desired Page Code:
 - Internal Zones
 - External Zone = **75**All = **70**
A = **71** All Zones = **77**
B = **72**

Page Answer:

- When an Internal or External Page is heard
- Lift Handset
Dial **74**

To program Speed Dial:

- Press **FEATURE** button
- Press **REDIAL**
- Dial desired Speed Dial Memory Location **00 - 19** for Station, **20 - 99** for System
- Dial Telephone Number to be Stored

Note: System Speed dials are programmed from extensions 10 and 11.

Programming One Touch Buttons:

- Press **FEATURE** button
- Press **SPD** button (or Press **REDIAL** if using Xen Axis & Master Series phone)
- Press desired **ONE TOUCH** button
- Follow steps A) or B) or C) or D)
 - A) To represent a Station Extension
Dial **1**
Dial Station Extension number
 - B) To represent a Speed Dial Memory Location
Dial **0**
Dial Speed Dial Memory Location **00-99**
 - C) To represent a System Feature (i.e. DND = Do Not Disturb/Call Forward-All)
Dial **#**
Dial Feature Access Code (i.e. **66** = Call Forward-All)
Enter Destination, either extension number or Line access code and external phone number
 - D) To represent an External Phone Number,
Dial *****
Dial External phone Number
- Press **FEATURE** button

Set Time and Date:

- Press **FEATURE** button
- Dial **9**, and **#** button
- Use dial buttons to enter Hours and Minutes
- Press **RECALL** button to change AM/PM
- Press **HOLD** button to change Date
- Press **RECALL** button to change Day of Week
- Press **#** button to move cursor to Date
- Enter date using dial buttons
- Press **RECALL** button to change Month
- Press **#** to move cursor to year
- Dial last 2 digits of year

Note: Date and Time is programmed from extension 10 and 11.

Volume Control:

- To adjust handset volume with a call in progress
- Press **VOLUME UP/DOWN** buttons

Your NEC Dealer:

